

# AUDIT SERVICES

Working to promote effective, efficient, equitable, and fully accountable City government

## WHAT WE DO



We check if the City is working well and recommend ways to improve. Our reports boost accountability of City spending and decisions. We follow Government Auditing Standards and have procedures to ensure that our work is accurate.

Audit Services also operates the City's Fraud Hotline where anyone can call to report concerns about fraud, waste, and abuse in City government.

## WHO WE ARE

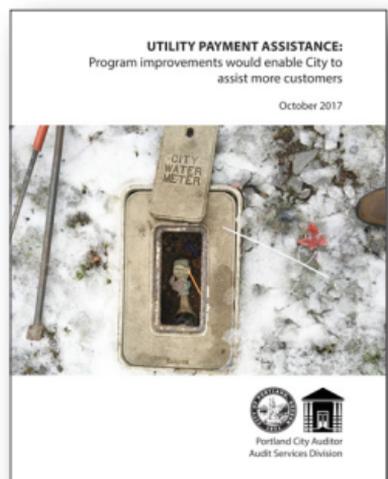
Audit Services reports to the independently elected City Auditor. This means that City Council doesn't control what we look at; we are accountable to the Auditor and the public.

Our auditors get professional education each year with a focus on how to perform different audits.

## OUR WORK MAKES A DIFFERENCE

We found the Water Bureau's payment assistance program wasn't available to people who lived in apartments and these were the customers more likely to need the help.

After our audit, the Bureau expanded their program so that eligible residents who live in apartments can get assistance paying their bill.

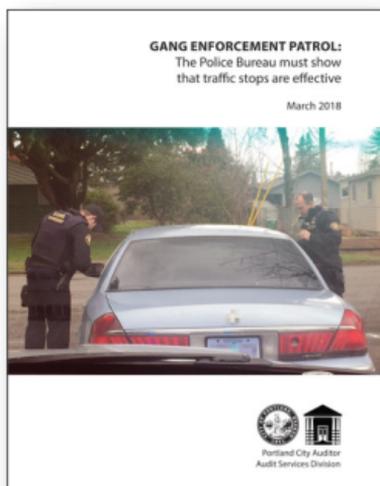


# OUR WORK MAKES A DIFFERENCE

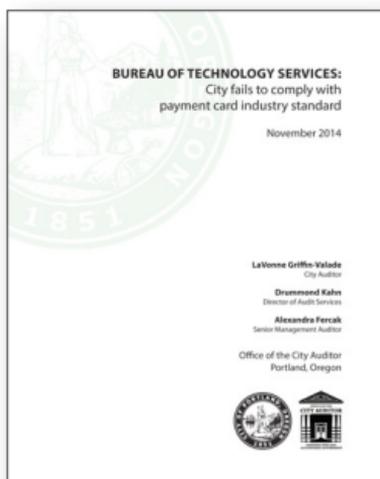
Community members were concerned that traffic stops made by the Police Bureau's Gang Enforcement Team were not limited to gang members.

We found the Team disproportionately pulled over African Americans. But because officers didn't record why they made traffic stops (besides the driver committing a minor traffic infraction) and they didn't analyze the result of the stop, they weren't able to tell if the stops were limited to gang members and if the stops made the community safer.

As a result of our audit, the Police Bureau resumed studying the results of stops made by the Gang Enforcement Team.



The City collects credit and debit card payments for many services including parking, utility services, and swimming classes. We found that the City did not follow data security standards that protect card holders from fraud.



As a result of our audit, the City made changes in how it deals with payment card data to better protect customers.



PORTLAND  
CITY AUDITOR  
**Audit Services**



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